VIDABOX

MODEL

ROOMMATE

Software Configuration Guide

VIDABOX™

Software Configuration Guide

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Support: http://www.vidabox.com/support

Table of Contents

Introduction 4

CHAPTER 1
OVERVIEW

How to Best Use This Guide 5

How to Use the Media Center Interface 6

- VidaBox™ Desktop 6
- VidaBox™ Media Center Console 6
- Media Center Remotes 7

CHAPTER 2
CONFIGURE SOFTWARE

Configure the Software 8

Configure the Desktop Video-Out 9

Configure the Audio Output 11

- Setup in Sound Driver Menu 11

Configure the Wireless Connection 13

Configure Media Center Console 14

Media Center Setup Walkthrough 14

- Required Setup Section 14
- Optional Setup Section 15
  - Configure tuners, TV Signal, & Guide 15
  - Optimize how Media Center looks on Your Display 18

Set up your speakers 18

CHAPTER 3
FINE TUNE
CONFIGURATION

PVR Configuration 21

Closed Captions Configuration 22

Remote Recording Configuration 22

Pictures Configuration 22

Messenger and Caller ID Configuration 23

Radio Configuration 23

DVD Configuration 23

CHAPTER 4
POST CONFIGURATION

You are Finished! 24

CHAPTER 5
SERVICE INFORMATION

Contact your Dealer/Place of Purchase 25

Contact VidaBox LLC 25

➢ Introduction

After setting up the physical connections necessary for the VidaBox™, it's now time to configure the software properly for optimal performance. Please take some time to review this guide thoroughly, as improper installation may not yield the optimal audio and visual experience.

If you ever need help, be sure to check out our website and support forum, where new features, questions, and answers are available everyday. As always, every new VidaBox™ comes with our all inclusive warranty. Feel free to give us a call if you ever need installation assistance.

Enjoy your VidaBox™ and have a great entertainment experience!

Sincerely,

Steven W. Cheung
Owner

Sergio DeAlbuquerque
Owner

➢ How to Best Use This Guide

In order avoid improper configuration, we recommend that you read through this guide and follow the setup steps carefully.

ICON KEY	
	Warning! Pay Close Attention
	Checklist Items
	Answer Before Proceeding
	Keyboard Required
	Move on to the next section
	New Section

Please pay close attention to these icons. They alert you to key pieces of information that are needed for a successful installation of the VidaBox™.

If your system is professionally installed, the installation technician should go over the main features of the VidaBox™ with you. Keep this booklet as a reference guide in case it is needed in the future, and read over the User's Guide next.

We hope enjoy using your VidaBox™, and encourage you to read through this comprehensive installation guide if you decide to install it yourself. Please be sure to check out our website and support forum, where new features, questions, and answers are available everyday.

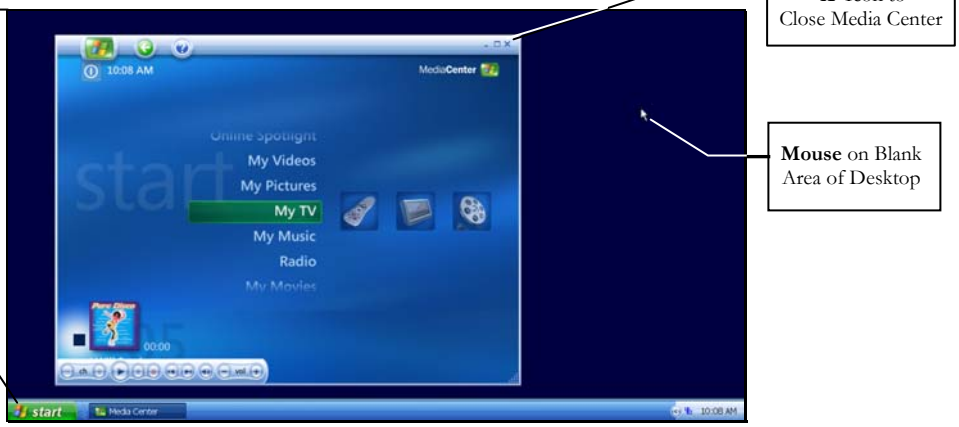
➢ How to Use the Media Center Interface

Please take some time to familiarize yourself with the VidaBox's™ Interface before proceeding. There are two main interfaces – the VidaBox™ Desktop and the Media Center Console. Every time the VidaBox™ is turned on, it will first load the desktop. Then it will load the Media Center Console.

➢ VidaBox™ Desktop

Below is a screenshot of the VidaBox™ Desktop. Noted are the locations of key icons necessary for VidaBox™ software configuration.

FIGURE 1 – VIDABOX™ DESKTOP

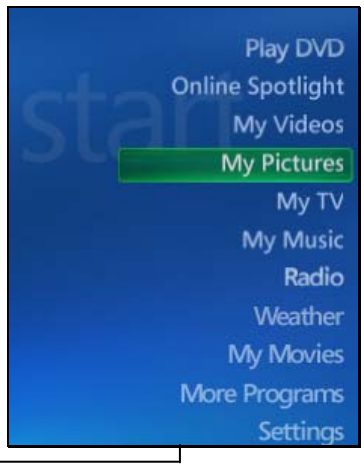


➢ VidaBox™ Media Center Console

Below is a screenshot of the VidaBox™ Media Center Console.

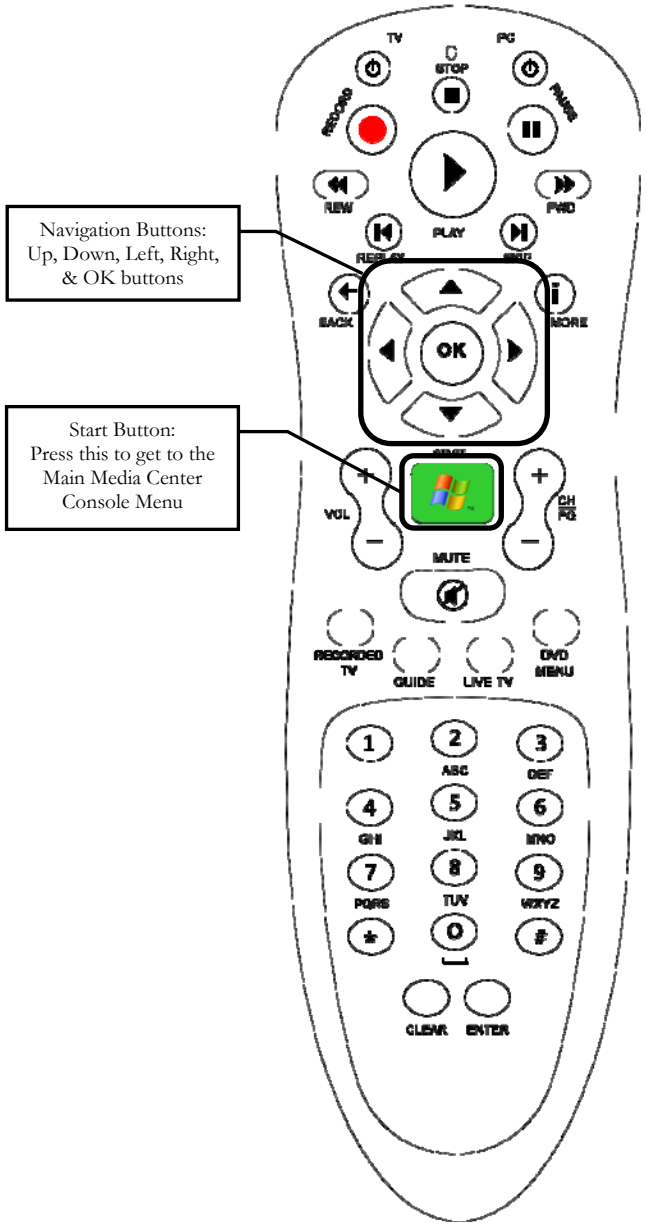
FIGURE 2 – MEDIA CENTER CONSOLE SCREENSHOT

FIGURE 3 – MEDIA CENTER CONSOLE OPTION LIST

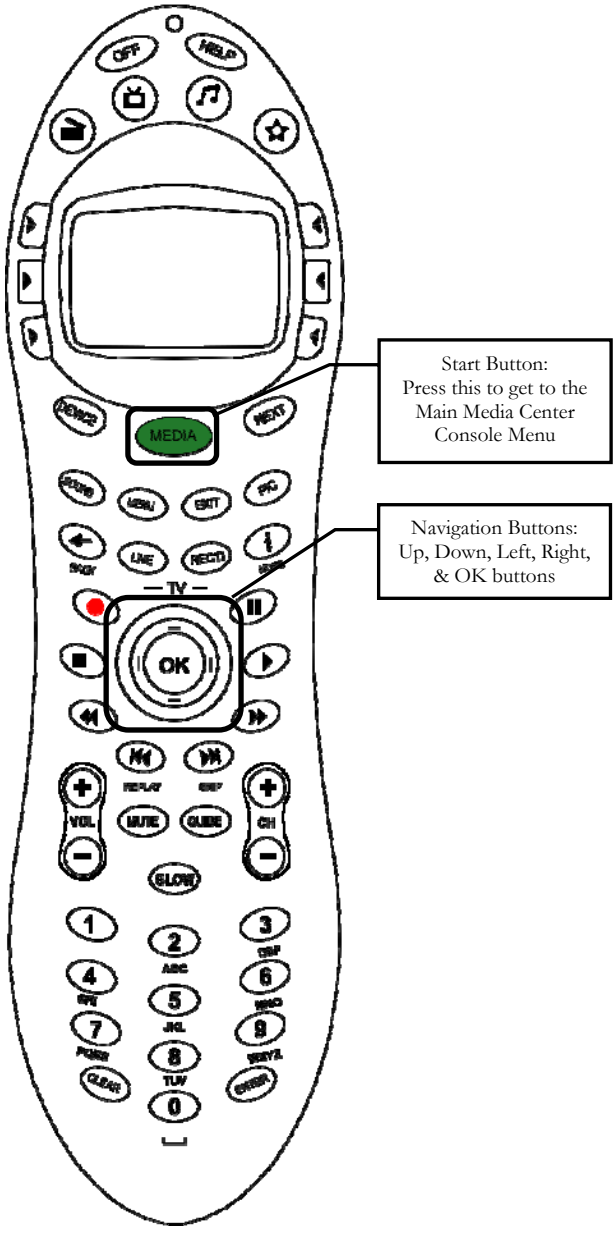


➢ Media Center Remotes

Below are diagrams of the standard and optional remotes. Pay particular attention to the key buttons which are labeled.



Standard
Remote Diagram



Optional Logitech®
Harmony
Remote Diagram

➢ Configure the Software

Keyboard Required

You'll need to have the supplied keyboard ready to finish setting up your audio connection.

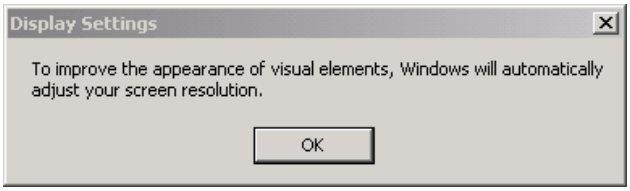
If it is a wireless keyboard, make sure it is synchronized before proceeding. Refer to the **Hardware Installation Guide** for instructions.

Congratulations! By this point you have already set up all of the physical connections for the VidaBox™! The next step is to properly configure the software.

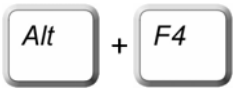
Be sure that the video & audio cables from the VidaBox™ to your TV/monitor are properly connected, and that any wireless keyboards are connected and synchronized.

If it's not already on, start the VidaBox™ by pressing the ⏻ Power Button.

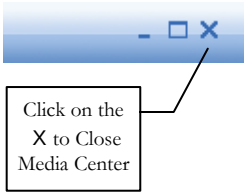
While the VidaBox™ is loading for the first time, it may attempt to auto-correct its video output to a new resolution. Even if the desktop may look skewed, and/or stretched, hit **OK** to accept the new settings, as shown on the right. The instructions below will go over how to correct this problem & find the optimum resolution. Do not worry if this prompt doesn't come appear.


Display Settings
To improve the appearance of visual elements, Windows will automatically adjust your screen resolution.
OK

Options for Closing Media Center



Close Media Center using the Keyboard **Alt+F4** Combination

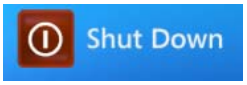


After the VidaBox™ fully loads, the Media Center console will automatically start. A software setup wizard will automatically appear and help you set up the Media Center components. **For now, exit out of Media Center to configure the desktop video, audio, & wireless internet settings by one of the following options:**

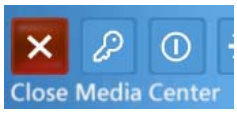
- **Simplest Method**: Using the keyboard, hit "Alt + F4"
- **Alternate Method**: Using the trackball, move the pointer over the "X" on the upper-right hand side. Click on the "X" to close the Media Center console.
- **Using Remote Only**: Highlight **Cancel** on the Media Center setup and hit **OK** on the remote. Leave the checkbox to run setup next time media center starts checked and hit **OK** again to close out of setup.

  Now you are on the main media center console menu, hit **left** to highlight **Turn Off**. Hit **OK** again, & five options will come up. Highlight **Close Media Center**, & hit **OK**.

Shut Down showing current time



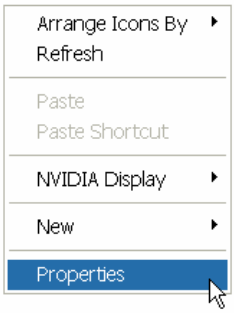
Shut Down selected, click **OK**



Select the **Close Media Center** icon, click **OK**

You Must Configure the Desktop Video-Out Before Proceeding!

Failure to do so will result in severe video clarity problems later

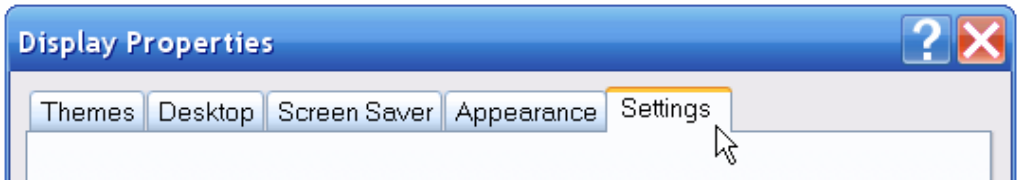


Desktop options menu – select **Properties**

➢ Configure the Desktop Video-Out

1. Using the trackball, move the cursor to any open area on the desktop (where you only see the desktop wallpaper). Right-click to open up a menu, and then select "Properties," as shown on the left.

2. The "Display Properties" prompt will now appear. Select the "Settings" Tab, as shown on the bottom.



3. On the monitor or TV that you are connecting to, look up its native resolution. It can usually be found in its User's Manual, or on the manufacturer website. Proceed below after finding the native resolution.

ⓘ Did you find the native resolution?

a. **Yes** – under "Screen Resolution," move the slider bar to the native resolution of the TV/monitor, and hit "Apply."

- If you see nothing, or if you are dissatisfied with the result – do not panic! Wait about 15 seconds and the screen will revert back to the last effective resolution. Be sure that you have found and selected the correct native resolution for your TV/monitor. Go to step **b** if you cannot find the correct native resolution, or if the picture quality is unsatisfactory.

- If the image appears clearly and is satisfactory, hit "Enter" or click on "OK" to stay with this resolution. Proceed to the next section:
  ➢ Configure the Audio Output.

b. **No** - under "Screen Resolution," move the slider bar to the right one step/increment, and hit "Apply."

1. Wait a moment, and a preview will appear showing what the desktop will look like under the new resolution.

2. If you see nothing, or if you are dissatisfied with the result – do not panic! Wait about 15 seconds and the screen will revert back to the last effective resolution.

3. Repeat the first step, but move the slider bar to the next increment now. It will take several tries at different resolutions until the optimal desktop resolution is found.

4. Once you've found a resolution you are happy with, hit "Enter" or click on "OK" to stay with this resolution. Proceed to the next section:
   ➢ Configure the Audio Output.

You have finished the Desktop Video-out configuration!

Want the best sound quality?

Use the digital SPDIF-out whenever possible, especially when connecting to a receiver.

➢ Configure the Audio Output

To complete the desktop audio output configuration, the steps required will depend on the audio connection used, as detailed below.

ⓘ What Audio Connection are you using?

Digital Sound – Optical or coaxial output sound

The Media Center console will configure your audio settings – go to the next section.

Analog Sound – 2.0 Stereo, 5.1 or 7.1 surround sound

The VidaBox™ will need **Setup in Sound Driver Menu**, as noted below.

➢ Setup in Sound Driver Menu

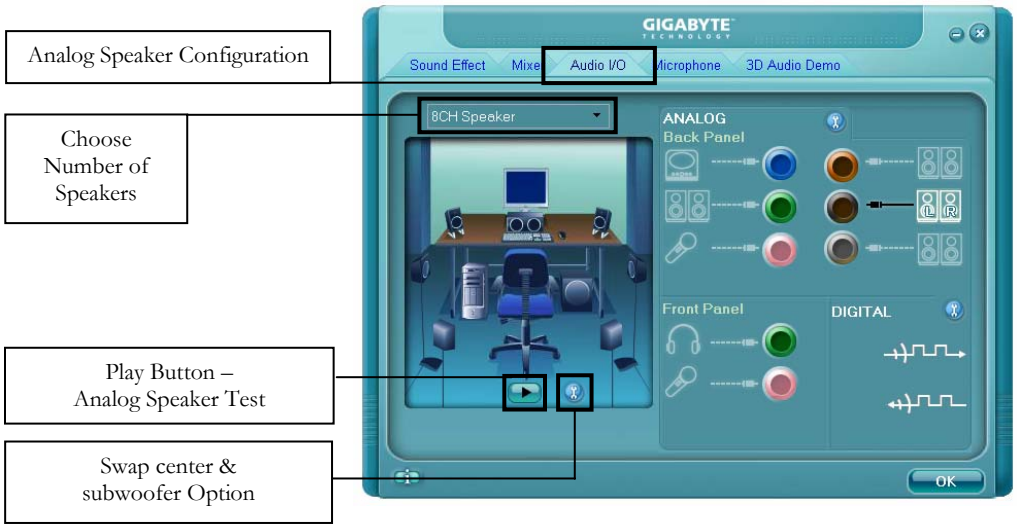
Audio Configuration Icon

The icon is on the taskbar, in the lower-right hand side of the desktop. It may appear slightly different, depending on your particular VidaBox™ model.

1. Using the trackball, move the cursor over and double-click on the Audio Configuration icon, as shown on the left

2. The Audio Configuration Panel will appear, as shown below. Select the "Audio I/O" button, as highlighted. Choose the number of speakers you have for your audio setup.

Note: Your panel may appear slightly different than as shown, depending on your VidaBox™ model.



Optional: Swap Center & Subwoofer Outputs

If available on your model, you can swap center & subwoofer audio outputs by clicking on the wrench icon as shown. The appropriate options will appear.

3. Using 3.5mm to RCA adapters, connect **only one speaker pair** into the 7.1 Surround Sound Output of the VidaBox™, using the colors shown on the next page as a guide.

L/R RCA audio cables

3.5mm to RCA converter

3.5mm 2.0 stereo cable

Blue – Analog Line In
Green – Front Left/Right*
Pink – Mic In**
Orange – Center / Subwoofer Out
Black – Surround Left/Right
Gray – Surround Back Left/ Right

* - For stereo 2.0 /front speakers-only output (either via L/R RCA or direct 3.5mm cable), you only need to connect to this green jack and you're done!
** - Connect the microphone amplifier's output into this jack

4. Once **the first speaker pair** is connected, a prompt will appear, asking **Which device did you plug in?** Checkmark the device you connected, as shown above. Hit **OK** to confirm. Repeat this step until all speaker pairs are connected

5. When all speakers are connected, hit the "Play" button. Sounds will play from each of your speakers – listen to each one to confirm they are working properly.

   If you do not hear sounds from each of your speakers, go back and verify your physical speaker connections. Something may be disconnected or improperly connected. If you've verified your speaker connections, but the sounds still do not play properly, please feel free to ask for assistance. See **Service Information** in **Chapter 4** for more details.

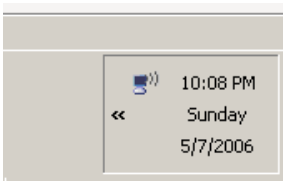
You have completed the Desktop Audio-out Configuration!

➢ Configure the Wireless Connection

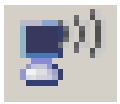
ⓘ Are You Connecting to the Internet Wirelessly?

1. If not, skip this section and proceed to the next section – ➢ Configure Media Center Console.

2. If so, be sure that your wireless network is already installed and is ready to accept a new connection. Then, look on the lower-right hand corner of your desktop for the Wireless Networking icon, as shown on the left.

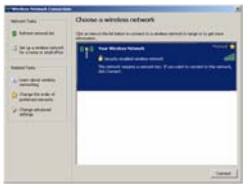


ⓘ Which Icon Do You See?



Wireless Network
Icon A – Connected!

Wireless Network
Icon B – Not Connected



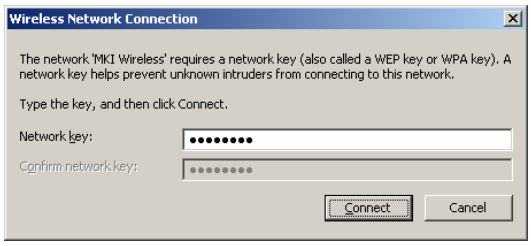
Wireless Network Connection window

a. If you see **icon A**, your wireless connection was automatically configured and is now connected! No further configuration is required.

b. If you see **icon B**, use the trackball, move the cursor over and double-click on the icon. The **Wireless Network Connection** window will appear, as shown on the left. Choose your wireless network by double-clicking on it.

   i. If the wireless network has no passkey or encryption, it will automatically connect, and you will see **icon A** on the taskbar in the lower-right hand corner.

   ii. If the below Network Key prompt appears, type it in twice and hit **Connect**. Note: You will need to contact your network installer/administrator for this information – neither your dealer, place of purchase, nor VidaBox will know your private Network Key.


Wireless Network Connection
The network 'MKI Wireless' requires a network key (also called a WEP key or WPA key). A network key helps prevent unknown intruders from connecting to this network.
Type the key, and then click Connect.
Network key:
Confirm network key:
Connect
Cancel

   After hitting Connect, you should be able to connect to the network, and **icon A** will appear in the lower right hand corner of the taskbar. If it doesn't connect, contact your network installer/administrator for assistance – special tweaks and/or settings might be required for your network.

You have configured your wireless connection!

The **Start** Button – Microsoft Remote

The **Start** Button – Harmony Remote

Did You Configure the Desktop Video-Out Yet?

If not, go back to page 9 – failure to do so will result in severe video clarity problems later.

➢ Configure Media Center Console

Once the desktop video, audio, and wireless connections have been set up, we can now proceed and configure the Media Center Console. Start Media Center by hitting the **Start** Button on the remote, and then simply follow the on-screen instructions.

➢ Media Center Setup Walkthrough

Required Setup Section:

1. After loading Media Center, the **Welcome screen for the Media Center setup** wizard will show.

   Hit **Next**.

2. The **Media Center Setup** page now describes the two setup sections

   - ***Required Setup*** – These elements are required for the VidaBox™

     - Internet Connectivity
       Test "Always On" connection: Verifies that the internet is always available.
       Enhanced Playback: Get music information & cover art for albums from the internet.

     - Join a Wireless Network
       If your home has a wireless network, you can use this utility to set up your wireless connection. Be sure to have any network keys or passwords ready if needed.

   - ***Optional Setup*** – Even though these are described as optional, you must configure these properly to get the most out of the VidaBox™.

   Hit **Next**.

3. The **Media Center Privacy Policy page** describes how your privacy may be impacted when you use Media Center to connect to the internet. Click on the Privacy Policy if you wish to learn more.

   Hit **Next.**

4. **Help Improve Media Center** asks you to join the Customer Experience Improvement Program. You can click on **Learn more about this setting** for details.

   You may simply click on **No thank you** and hit **Next.**

5. **Get the Most from Media Center** asks for permission to connect to the internet to get cover art for albums, movie information, etc.

   We recommend that you click on **Yes** and hit **Next** for an optimal experience.

6. **Join a Wireless Network** helps you set up your wireless connection through the Media Center Console. We have already configured the wireless adapter earlier, so there's no need to set it up again.

   Click **No** and select **Next**.

7. **"Always On"** Internet Connection now appears. This prompt is to check to see if your internet connection is always available. An "Always On" connection is highly recommended for VidaBox™ operation. Select the appropriate option – **Yes** or **No** - and hit **Next**.

8. **Required components have been set up** screen appears. This confirms that the first section of the Media Center configuration has been completed successfully.

Optional Setup Section:

The **Optional Setup** now appears. Despite its name, Optional setup is required to get the most out of the VidaBox™. Start with **Configure tuners, TV signal, and Guide**. Select that option, and hit **Next**.

Configure tuners, TV Signal, and Guide:

1. The **Confirm Your Region** prompt appears. Make sure that your current region is set properly.

ⓘ Is the Current Region Correct?

   a. If so, click **Yes** and hit **Next**.

   b. If not, select **No** and hit **Next**. A list of countries & regions will appear – select the correct one, and hit **Next**.

2. **Automatic TV Signal Setup** now appears. You can choose to manually configure the TV signal, but we recommend that you let Media Center automatically configure your connection. **If you have set-top boxes, turn them on now.** Select **Configure my TV signal automatically** and hit **Next**.

3. Media Center will now be **Examining your TV Signal Setup**. After a few moments, the **TV Signal Configuration Results** will appear on the screen.

ⓘ Are the TV Signal Configuration Results Right?

a. If the results are correct, select **Yes** and hit **Next**.

b. If the results are not right, choose one of the two **No** options and proceed. If your hardware setup was correct, the VidaBox™ will automatically configure itself. Go back into the Hardware Installation Guide and make sure all the TV connections are set up properly.

ⓘ Are You Using a Set-top Box (STB)?

a. If not, move on to **Step 6 – Guide Privacy**.

b. If so, the **Select Your Set-top Box Signal** screen will appear. Select either cable or satellite, depending on your connection. Hit **Next**.

c. The **Set-top Box Remote** prompt now comes up. This portion of the wizard will configure and allow you to control your set-top box using the media center remote.

ⓘ Do You Have a Set-top Box (STB) Remote?

i. If you do not have the remote, select **No** and hit **Next**. **You will need to know the Brand of your set-top box**. Follow the instructions on the screen, and select the proper responses. Media Center will then be configured to control your STB.

ii. If you have a set-top box remote, have it ready, and then select **Yes** and hit **Next**. Follow the on-screen instructions, and Media Center will then be configured to control your STB.

4. The **Test Channel Changing** screen will appear next to test and see if the settings were configured properly. Use your Media Center Remote or Keyboard and enter a channel number that you know you can receive.

ⓘ Did the STB Change the Channel?

   a. If yes, then select **The set-top box changed the channel correctly** and hit **Next**.

   b. If not, then select **The set-top box did not change the channel correctly** and hit **Next**. Follow the instructions on the screen and repeat the process until the proper working remote control code is found.

5. Next, use the channel up or channel down button to test IR signal speed. In other words, hit the channel up key – **at least six times** – and see if the channels change properly.

ⓘ Do the Channel Up/ Down buttons work?

   a. If yes, select **The channel changed correctly**, and hit **Next**.

   b. If not, select **The channel did not change correctly**, and hit **Next**. The IR speed will be reduced, and try step 5 again. Repeat until the Media Center Wizard automatically configures the IR speed.

6. The **Guide Privacy** screen now appears. We highly recommend use of the guide for the best interactive VidaBox™ experience.

   Select **Yes** and hit **Next**.

7. Now, the **Guide Terms of Service** prompt appears. You must read and agree to the terms to use the Guide.

   After reading, click on **I agree** and hit **Next.**

8. Please **Enter Your ZIP Code**, so your local programming guide can be found. Hit **Next** when ready.

9. The **Download Provider Information** page now appears. Be patient as the download is completed. When it's done, hit **Next**.

10. **Select TV Signal Provider**, and then hit **Next**. Call the customer service line for your TV provider if you have a question regarding which option to choose.

11. **Download TV Program Guide Information** will begin. After the download is complete, hit **Next**. The **Configure Tuners, TV Signal, and Guide** section is now complete.

Optimize how Media Center looks on your display:

1. After completing the **Configure Tuners, TV Signal, and Guide** section, select **Optimize how Media Center looks** on your display, and hit **Next**.

2. On **Display Configuration**, click on **Watch Video** to learn more about how Media Center will help you best configure your video feed. After it is finished, click **Next**.

3. **Identify Your Display Type**, and pick the proper selection. Hit **Next**.

4. Pick your **Connect Type**, and hit **Next**.

5. The VidaBox™ will now try to **Optimize Media Center for your Display**. You can **Preview Automatic Adjustments**, or **Keep my current Settings and Continue** using the default settings. Compare the automatic adjustments against your current settings, and select the one that looks best.

6. Next, the **Adjust Your Display Settings** wizard appears. Select **Adjust Display Controls**, and hit **Next**.

7. The **Display Calibration** pages will now show. Hit **Next**. A number of display characteristics will be displayed. Go through them one at a time, starting with **Onscreen centering and sizing**. Follow the onscreen instructions and adjust these controls on your TV.

8. After you've used all of the **Display Calibration** tools, hit **Next**. You've now **Optimized how Media Center looks on your Display**.

Set up your speakers

1. In this final section, we'll set up and test your speakers in the Media Center Console. Select **Set up your speakers** and hit **Next**.

2. **The Welcome to Speaker Setup** wizard now appears. You will specify how many speakers you have, and then Media Center will proceed to test them. Hit **Next**.

3. First, **Choose number of Speakers**. In general, most TVs have **2 speakers** built in. Surround sound systems will have 5 or 7 speakers, plus 1 subwoofer.

4. Then, pick the **Speaker Connection Type**. Choose the cable type you used during the hardware installation.

5. Next, **Test Your Speakers**. Hit the **Test** button, and sounds will play from your front speakers.

   Note: If you have surround sound speakers, only your front stereo speakers may be working during the next step. If that is the case, select **I did not hear sound from all of my speakers** and skip to **step c** to complete surround sound configuration.

Analog 5.1/7.1 Surround Sound

Note that the analog 5.1/7.1 surround sound outputs will still not work even if the media center console configuration is finished. Please visit the support forum at **www.vidabox.com/forum** for the latest hotfix.

ⓘ Do Sounds Play from Each of Your Speakers?

a. Yes – if so, select **I heard sound from all of my speakers**, and hit **Next**. You've finished the Media Center Console configuration! Go to:
   - Configure the Audio Output.

b. No – if not, select **I did not hear sound from all of my speakers**, and hit **Next**. Before proceeding further, **Troubleshoot Your Speakers** and verify all of your speaker connections. If all of your cables are connected properly, go to **step c**.

c. Make sure the checkbox for **Show DVD Audio Settings when I select Finish** is checked, and then hit **Finish**. The advanced **audio video** prompt will now appear.

Audio Advanced Settings option

d. Select **Audio Advanced Settings** , as shown on the left, and the screen below will appear. Select **Speaker Setup**.

e. Under **Speaker Setup**, using the **+** and **-** buttons, select the appropriate setting for your audio speaker setup, as described below.

- **No Downmixing (S/PDIF Passthru)** – For VidaBox™ systems connected via SPDIF to a audio receiver or processor
- **Four Speakers (Dolby Surround)*** – Suitable for analog surround sound systems – see note at end of section
- **Two Speakers (Stereo)** – Suitable for 2.0 stereo speakers

Save settings option

f. Hit **Save** when finished, as shown on the left.

If the speakers still do not work properly, please feel free to seek further assistance. See **Service Information** in **Chapter 4** for more details.

***** - **Note:** If you are using analog surround sound, it will not work even if the media center console configuration is finished. Please visit the support forum at: **http://www.vidabox.com/forum** for the latest hotfix.

You have completed Media Center Console configuration!

At this point, the required elements have been configured. You may start using the VidaBox™ immediately! The next few steps will cover fine-tuning the setup a bit further, so that you can have the optimal VidaBox™ experience.

Warning!

DO NOT change the Record on Drive Setting! Your recorded TV function may stop functioning properly if it's changed to a different drive.

➢ PVR Configuration

The personal video recorder, by default, is set to record about **40 hours of television** at the **Best** quality setting. Depending on your viewing habits and performance needs, you can change it to record more or less television and/or at a different quality setting.

1. Go to **Settings**, then select **TV**, then **Recorder**, and finally **Recorder Storage**.

DO NOT CHANGE THE **RECORD ON DRIVE** SETTING!

2. Take a look at the recorder storage screen. You can change the **Maximum TV limit** and the **Recording Quality**. Increasing the Maximum TV limit will allow you to record more hours of television, but will use up more disk space. You can help offset this by lowering the Recording Quality, which reduces disk space usage, but the quality of the recorded TV show will be lowered.

   In general, we recommend a **Better** or **Best** quality mode. For fast-motion recordings, such as action-oriented shows, visual artifacts may appear in **Good** or **Fair** quality mode. However, the **Good** and **Fair** quality modes use significantly less disk space, so you may record many more hours of television.

   Please experiment with all of these settings and choose the one you find most acceptable.

DO NOT CHANGE THE **RECORD ON DRIVE** SETTING!

➢ Closed Captions Configuration

There are two ways to change the TV closed captions options.

1. Using the Media Center Start Menu, go to **Settings**, then select **TV**, and finally **Captions**. If desired, change the **Caption Display** to be **On**, **Off**, or **On when Muted**. If applicable, change the **Captioning for Analog Channels.**

2. While watching TV (either Live or Record TV), hit the **More** key on the remote, and then select **Settings**. Select **TV**, and finally **Captions**. If desired, change the **Caption Display** to be **On**, **Off**, or **On when Muted**. If applicable, change the **Captioning for Analog Channels.**

➢ Remote Recording Configuration

Remote Recording is a unique feature that allows you to remotely change the television recordings on your VidaBox™ from any computer connected to the internet. You may wish to enable this service if you like to have control over scheduled TV recordings without needing to be physically at the VidaBox.

1. From the Media Center Start Menu, go to **Online Spotlight** and hit **OK**.

2. Select **MSN Remote Record Service**, as shown, under **TV & Movies**. The location of this icon may vary on your screen.

3. Click on the **Install Now** button to install the software. Follow the on-screen instructions to install this service.

➢ Pictures Configuration

From the Media Center Start Menu, go to **Settings**, and then select **Pictures**. In the pictures settings page, you can change the way pictures are displayed, how song information is displayed during slideshows, slideshow **Transition time**, and the **Slide show background color**.

Why isn't this installed already?

The remote recording service is uniquely connected to your MSN passport, making it easy to manage with a single login. Thus, you would need to input your personal passport information in order to use this service.

Install Now Button

Note indicating successful registration

➢ Messenger and Caller ID Configuration

From the Media Center Start Menu, go to **Settings**, and then select **Messenger and Caller ID**. You can change if instant messages appear within media center, or if a phone line is connected (optional), if and how telephone calls notifications are displayed.

➢ Radio Configuration

From the Media Center Start Menu, go to **Settings**, and then select **Radio**. You can change the FM Radio Presets from this menu and how they are sorted.

➢ DVD Configuration

From the Media Center Start Menu, go to **Settings**, and then select **DVD**. Here, you can choose and change the default DVD language, audio, closed captioning, and remote control options.

You've Finished the Software Configuration!

After configuring the software properly, you can use the VidaBox™! Please take some time to familiarize yourself with the interface by referring to the U**ser's Guide**.

➢ You are Finished!

Congratulations! You've set up the VidaBox™! Your Home Entertainment System is ready to go!

If you find that you are having trouble using the VidaBox™ or are experiencing unexpected difficulties, it may be due to improper physical connections or improper software configuration. You may want to go back and review all of the installation steps to be sure no mistakes were made, and you can also use the included troubleshooting guide to help diagnose your problem.

If all else fails, you can seek further assistance as denoted in our ➢ Service Information section on the next page.

➢ Service Information

Register Your VidaBox™!

For faster service, please don't forget to register your VidaBox™ at **http://www.vidabox.com/register.htm** within 10 days of purchase. This will automatically activate your all-inclusive limited-time warranty, and allow us to help you as quickly as possible!

If you haven't registered your VidaBox™ and need service – be prepared to give your purchase information, such as serial number, date & place of purchase, etc. This will allow us to give genuine VidaBox™ owners like you top priority and express service.

Sometimes, there are problems that need further assistance to resolve. VidaBox™ stands behind all of its products with its iron-clad, all-inclusive limited-time warranty with the purchase of every VidaBox™.

Contact Your Dealer/Place of Purchase:

- If you find that you are having trouble installing or setting up the VidaBox™, first try using the included Troubleshooting guide to resolve your problem.
- If you need further assistance, please contact you dealer or place of purchase.
- If you need additional assistance that your dealer cannot provide, if you purchased a service protection plan, or if you purchased your VidaBox™ directly from us, you can contact us using one of the following ways:

    1. VidaBox™ Online Support – Our forums are full of common tips and troubleshooting knowledge. Feel free to search your answer. If you can't find your answer, register for free and post your question. The forums are constantly monitored, and one of our community members will be able to help you in no time.

    2. Phone-based Support – Please see our website for business hours. Live phone support is available for free for all new VidaBox™ owners for a limited-time, as part of our warranty policy. An extended support plan is also available as an upgrade option when you purchase the VidaBox™. After the warranty period expires, you can get support on a fee-based basis.

Contact VidaBox LLC:

Whenever you need support – VidaBox™ will be there. That's our guarantee.

Contact Information:

Website: www.vidabox.com

Online support: www.vidabox.com/support

Phone-based support: See the inside cover of the **Troubleshooting Guide**

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